

TENNESSEE REGULATORY AUTHORITY

Deborah Taylor Tate, Chairman
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460 James Robertson Parkway
Nashville, Tennessee 37243-0505

July 18, 2003

Mr. Charles Pickney
On-Site Systems, Inc.
7638 River Road Pike
Nashville, TN 37209-5733

RE: Docket # 03-00330
Petition to Incorporate a Revised Sewer Subscription Contract

Dear Mr. Pickney:

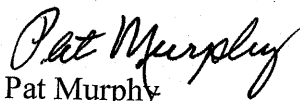
After reviewing your petition, we find we need additional information to complete the application. Please provide the following information.

1. Are you experiencing any uncollectible wastewater charges billed by your company? If so, how much in annual revenue has the company lost in the past year?
2. Have you contacted the incumbent water systems serving your customers about the possibility of On-Site interrupting water service for non-payment of bills for wastewater service? If so, what was their response? List by provider name, giving a contact name and phone number for each.
3. Provide any legal documentation that allows your company to interrupt water service of an existing water provider for non-payment of wastewater charges.
4. You state in your petition that shutting off water service rather than sewer/wastewater service is the preferred method of the State of Tennessee Department of Environment and Conservation ("TDEC"), because of potential health hazards. Provide a photocopy of any rule, regulation, directive, or other information issued by TDEC, to support that statement.
5. You also state in your petition that shutting off water service is the typical method used by other providers. Are these "providers" wastewater or water operators? Provide any documentation or research results you have obtained to support that statement. Be specific, as to provider names and giving contact names and phone numbers.

6. Keeping in mind that current On-Site customers signed up for service by signing the "old" contract, is it the intention of the company to apply the proposed cut-off procedure to existing customers? Or will the change in the "new" contract for service apply only to customers added after approval is granted by the TRA?
7. The new contract language effectively changes the company's Rules and Regulations, which are part of its tariff. Please submit a proposed revision to the company's tariff (TRA #2, Revised Sheet #4) that agrees with the language in the proposed new contract for service.
8. If the company proposes to apply a new cut-off procedure for non-payment of bills to its existing customer base, how will the company notify these customers of a change in its Rules and Regulations?

Please respond by July 28, 2003. Thank you for your attention to this matter. If you should have any questions, you may contact Butch Phillips at (615) 741-2904, ext. 183.

Sincerely,



Pat Murphy
Interim Chief
Energy and Water Division

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